

Sample Interview Questions

Sample Interview Questions for Food Server Positions



Introduction

Successful interviews are all about asking the right questions. As the interviewer your job is to take the lead. When interviewing for food server positions, customer satisfaction is a top priority! The most suitable candidate will demonstrate strong people skills, flexibility, and a high-stress tolerance. While someone with previous restaurant experience is certainly a plus, a highly-motivated candidate with familiarity in a fast-paced service or hospitality industry is also valuable.

Beyond a few general questions at the start of the interview, most questions should be a combination of behavioral and situational questions. Behavioral questions are centered on conduct in past work situations while situational questions are hypothetical and focused on the future. In combination you should get a good sense of past and future performance.

Select a few general questions followed by several behavioral and situational interview questions from

the lists provided that are most relevant to your position and modify the questions as appropriate for your position. These questions will enable you to evaluate the ability of a candidate to thrive in an environment that requires them to multitask efficiently, maintain their cool during stressful situations, collaborate with team members, and demonstrate a people-oriented personality for optimal customer service. Be sure to ask all candidates the same questions to better evaluate who the best fit for your organization would be.

General Interview Questions

1. Tell me a little about yourself.
2. Why do you want to work in the restaurant (food services) industry?
3. Do you have any previous restaurant experience? What is your experience level as a server? Do you have other types of experience aside from waiting tables?
4. What do you find most rewarding about working as a server?
5. What does hospitality mean to you?
6. Tell me about a time you had excellent/sub-par service at a restaurant.
7. What's your favorite/least favorite part of serving? What do you regard as the biggest challenge?
8. How do you keep yourself motivated if people are being mean to you?
9. What hours are you available to work?
10. Are you comfortable working long shifts and being on your feet all day?
11. Are there people you refuse to serve?
12. Why are you interested in this position? How did you hear about it?
13. What do you know about our restaurant?
14. Have you eaten here before? If so, what would you improve about your dining experience?
15. What are your greatest professional strengths and weaknesses?
16. Where do you see yourself in five years?

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Behavioral Interview Questions

1. Describe a time when you made a mistake while serving. How did you handle it? How will you prevent it from happening again?
2. Give me an example of how you dealt with a conflict involving your co-worker.
3. What does being a team player mean to you? Give me an example of how you've worked as a team in your current/previous job.
4. Tell me about a time when you had to work under a lot of pressure. How did you handle it?
5. How have you gone above and beyond for a guest? What was the result?
6. Explain your experience taking payments (cash, credit cards, and gift cards) from customers.
7. Tell me about a time when you had to deal with a particularly difficult customer. How did you handle the situation? Is there anything you would have done differently?

Situational Interview Questions

1. It's a busy night and a coworker is struggling to keep up with their tables. What do you do?
2. How would you deal with an angry customer who has an issue with their meal?
3. How would you handle a customer who tries to use an expired coupon?
4. What things do customers do that you find annoying? How do you deal with those things?
5. Life throws us curveballs sometimes. Imagine a time it is particularly hard for you to arrive for your shift on time. How would you resolve it?
6. It's a busy evening and you are juggling a table of 15 with very complicated drink orders and several smaller groups. How do you handle multiple tables and orders at the same time?
7. Safety is extremely important in a restaurant. How do you contribute to a safe work environment for yourself and others?